

Date Issued: October 4, 2011

Town of Concord

APP #61

Remote Network Access

Policy Purpose

This policy is being implemented to identify the procedure by which employees may be granted Virtual Private Network Access to the Town's IT network. A Virtual Private Network (VPN) is a network that uses a public telecommunication infrastructure, such as the Internet, to provide remote offices or individual users with secure access to their organization's network. The Town has purchased VPN capability for a finite number of users, and it is therefore relevant to identify in general terms which employees may utilize this functionality, for what purpose, and how access shall be granted.

Implementation

VPN access shall be granted on a case by case basis to employees in order to perform work from off-site locations. VPN access is not intended to provide an alternative to attendance at the workplace when required by a position. This shall be for use either outside of normal business hours or under unusual circumstances when such employees are not able to be present at their office, but their responsibilities still call upon them to complete various tasks requiring network access. VPN access is also provided to certain authorized contractors and suppliers of IT and other services to the Town of Concord. This access is intended to provide a secure, auditable control point for access to the Town's electronic systems and facilities.

Authorization

The Chief Information Officer (CIO) shall be responsible for managing VPN access for relevant employees. When an employee contacts the CIO to request VPN access, the CIO shall first confirm with the employee or their supervisor that their department manager has authorized their VPN access. Once confirmed, VPN access shall be granted on an annual basis or in accordance with a shorter time frame if specifically requested by the department manager. The CIO shall maintain relevant login and security protocols for VPN access, and shall work with senior managers on an annual basis to reauthorize VPN access for relevant employees and third parties.